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"Similar Campaigns", DM News, Dec. 15, 1985 MAR 2 0 2001					
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			luding Author, Title, Date		_	
500	Smith, S.L., "Compu (Article)	ter-Generated Spe	eech and Man-Computer Interaction	on", <u>Human Fa</u>	<u>ctors,</u> 1970, 12(2	2), pp. 215-223 -
1	Newhouse, A., et al.	, "On The Use Of \	Very Low Cost Terminals", <u>Univer</u> s	sity of Houston	, pp. 240-249 - ((Paper) (Undated)
	Mullen, R.W., "Telep Vol 89, No. 10, - (Ar		endliest' Computer", Inside Teleph	one Engineer	And Managemer	<u>nt,</u> May 15, 1985,
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			haring Improve Phone Banking O			. 7. 1979. Vol.
	CXLIV, No. 237 - (A			,	, o o	,
	Kutler, Jeffrey, "Pho	ne Bill Paying Acce	essed by Pioneer", <u>American Banl</u>	ker, Dec. 7, 19	79, Vol. CXLIV,	No. 237 - (Article)
	"User's Guide", <u>Dow</u>	phone (Undated)				
	"Audiotex Informatio	n From Dow Jones	s", The Computer Review, Nov. 19	984, Vol. 2, No	. 1 - (Article)	
	"Dow Phone Adds In	novest Systems' T	echnical Analysis Reports" IDP R	Report, Jan. 3,	1986 - (Report)	
	Perdue, R.J., et al., ' - (Article)	'Conversant 1 Void	ce System: Architecture and Applie	cations", AT&	T Technical Jour	nal, Sept/Oct. 1986
	Martin, James, "Des from a Book) (Undat		ter Dialogues", <u>IBM System Rese</u>	arch Institute,	Chapter 16, pp.	283-306 - (Chapter
	Kaiserman, D.B., "TI Paleis des Expositio	ne Role Of Audio F ns, Geneva, Switz	Response In Data Collection Systemerland, June 17-19, 1980, pp. 247	ems", <u>Proceed</u> -251 - (Article)	ings of the Tech	nical Sessions,
SW	Boies, S.J., et al., "U 25, No. 7A, pp. 3371		udio Communication System", <u>IBN</u>	M Technical Di	sclosure Bulletin	, Dec. 1982, Vol.
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Sw	Kramer, J.J., "Human Factors Problems in the Use of Pushbutton Telephones for Data Entry", <u>Bell Telephone</u> <u>Laboratories</u> , Holmdel, N.J., April 74, pp. 241-258 - (Paper)					<u>epnone</u>	
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	Isayama, Tetsuya, " Telecommunication	Automatic Respons s Review, 1987, Vo	se Processing Equipment as a Mull. 29, No. 1, pp. 29-36 - (Article)	ılti-media Com	munication Nod	e", <u>Japan</u>	
	Imai, Y., et al., "Sha Oct. 1981, Vol. 23, I		ion System Using New Audio Res - (Article)	ponse Unit" <u>Ja</u>	apan Telecommu	unications Review,	
	"Distrust of compute	er kills home service	e plan" (date and source missing)				
			nt Information System: Interface b Communications Research, Dec. 1				
	"Comparison Of AC	D Systems", Conne	ection, Feb. 1990 - (Chart)				
SW	"ACD Comparison",	Aspect, Feb. 2, 19	90 - (Final Report)				
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3,246,082	04/12/1966	Levy				
3,393,272	07/16/1968	Hanson				
3,556,530	01/19/1971	Barr				
3,688,126	08/29/1972	Klein				
3,794,774	02/26/1974	Kemmerly et al.				
3,909,553	09/30/1975	Marshali				
3,934,095	01/24/1978	Matthews et al.				
3,947,972	04/06/1976	Freeman				
3,950,618	04/13/1976	Bloisi				
4,017,835	04/12/1977	Randolph				
4,078,316	03/14/1978	Freeman				
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66113/81		Australia			123 110	
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1,022,674	12/13/1977	Canada				
1,025,118	01/24/1978	Canada				
1,056,500	06/12/1979	Canada				
1,059,621	07/31/1979	Canada				
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	ai., "The TV 200 A	Transactional Telephone", Con	nmutation & Trans	<u>mission n_5,</u> 19	85, pp. 71-82 -	
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FORM P	RM PTO-1449		Docket No. (optional)		Application No.		
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SUPPLE	MENTAL II		Applicant O.I.P.		Group Art	Group Art Unit	
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Sw	4,090,038	05/16/1978	Biggs				
	4,145,578	03/20/1979	Orriss				
	4,191,860	03/04/1980	Weber				
	4,194,089	03/18/1980	Hashimoto				
	4,243,844	01/06/1981	Waldman				
	4,255,618	03/10/1981	Danner et al.				
	4,264,924	04/28/1981	Freeman				
	4,264,925	04/28/1981	Freeman et al.				
	4,277,649	07/07/1981	Sheinbein				
•	4,290,141	09/15/1981	Anderson et al.				
5W	4,314,103	02/02/1982	Wilson				
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82	1,225,759	08/18/1987	Canada				
	Pub. 0,249,575	12/16/1987	EPC				
	Pub. 0,295,837	12/21/1988,	EPC				
	Pub. 0,342,295	11/23/1989	EPC				
5N	Pub. 0,434,181	06/26/1991	EPC				
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SW	Eriksson, G., et al., (Article)	"Voice and Data V	Workstations and Services in the IS	SDN", Ericsson	Review., May 1	984, pp. 14-19 -	
	Schrage, Michael, '	"A Game Von Meis	ster in Pursuit of Profits", Washing	ton Post, Sept.	23, 1985 - (Artic	le)	
Sw	Svigals, J., "Low Co	ost Point-Of-Sale 1	Terminal", <u>IBM Technical Disclosu</u>	re Bulletin, Sep	t. 1982, Vol. 25,	No. 4, p. 1835	
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FORM PTO-1449 Docket No. (optional) Application No. 244/067 (prev. 6646-130N5) 09/340,618 SUPPLEMENTAL II **Applicant Group Art Unit** Ronald A. Katz 2648 INFORMATION DISCLOSURE RECEIVED CITATION IN AN APPLICATION **Filing Date** June 28, 1999 MAR 2 0 2001 Technology Center 2600 **U.S. PATENT DOCUMEN EXAMINER DOCUMENT** FILING DATE IF CLASS DATE NAME **SUBCLASS** INITIAL **NUMBER APPROPRIATE** 4,345,315 08/17/1982 Cadotte et al. 4,355,207 10/19/1982 Curtin 4,376,875 03/15/1983 Beirne 4,398,708 08/16/1983 Goldman et al. 4,439,636 03/27/1984 Newkirk et al. 4,468,528 08/28/1984 Reece et al. 4,489,438 12/18/1984 Hughes 4,521,643 06/04/1984)5 Dupuis et al. 4,523,055 06/11/1985 Hohl et al. 4,532,378 07/30/1985 Nakayama et al. 4,566,030 01/21/1986 Nickerson et al. 4,570,930 02/18/1986 Matheson **FOREIGN PATENT DOCUMENTS DOCUMENT TRANSLATION SUBCLASS** DATE COUNTRY CLASS NUMBER YES NO SN Pub. 52-17740 09/02/1977 Japan Yes 11/25/1981 Pub. 56-152365 Japan No 10/20/1987 Pub. 62-239757 Japan No WO88/02966 04/21/1988 **PCT Publication** WO88/05985 08/11/1988 **PCT Publication** WO89/02139 **PCT Publication** 03/09/1989 OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.) Turbat, A., "Telepayment And Electronic Money The Smart Card", Commutation & Transmission n 5, 1982, pp. 11-20 -(Article) "Voice Mail", Sound & Communications, April 1983, Vol. 28, No. 12, pp. 84-85 - (Article) **EXAMINER** DATE CONSIDERED EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

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80	4,577,062	03/18/1986	Hilleary et al.				
1	4,577,067	03/18/1986	Levy et al.				
	4,578,700	03/25/1986	Roberts et al.				
	4,580,012	04/01/1986	Matthews et al.				
	4,584,602	04/22/1986	Nakagawa				
	4,587,379	05/06/1986	Masuda				
	4,611,094	09/09/1986	Asmuth et al.				
	4,625,276	11/25/1986	Benton et al.				
	4,630,200	12/16/1986	Ohmae et al.				
	4,630,201	12/16/1986	White				
W	4,634,809	01/06/1987	Paulsson et al.				
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	OTHER DOO	CUMENTS (Inc	luding Author, Title, Date	, Pertinent	Pages, Etc.)		
Sh.	Aso, Satoshi, "Trend 1982, Vol. 19, No. 1		of Voice Output Devices", <u>2209 </u>	J.E.E. Journal o	of Electronic Eng	ineering, Feb.	
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SIU	4,658,417	04/14/1987	Hashimoto et al.				
1	4,674,044	06/16/1987	Kalmus et al.				
	4,697,282	09/29/1987	Winter et al.				
	4,706,275	11/10/1987	Kamil				
	4,745,468	05/17/1988	Von Kohorn				
	4,756,020	07/05/1988	Fodale				
	4,761,684	08/02/1988	Clark et al.				
	4,788,682	11/29/1988	Vij et al.				
	4,788,715	11/29/1988	Lee				
	4,797,913	01/10/1989	Kaplan et al.				
	4,805,209	02/14/1989	Baker, Jr., et al.				
61.3	4,812,843	03/14/1989	Champion III, et al.				
SW	4,012,040	00/14/1303	Onampion in, et al.				
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San	4,815,121	03/21/1989	Yoshida			
1	4,827,500	05/02/1989	Binkerd et al.			
	4,893,328	01/09/1990	Peacock			
	4,896,345	01/23/1990	Thorne			
	4,907,079	03/06/1990	Turner et al.			
	4,937,853	06/26/1990	Brule et al.			
	4,972,461	11/20/1990	Brown et al.			
 	5,001,710	03/19/1991	Gawrys et al.			
Sw	5,003,574	03/26/1991	Denq et al.			
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500	3,594,004	07/20/1971	Barr			
1	3,998,465	12/21/1976	Mascola			
	4,121,052	10/17/1978	Richard			
	4,586,707	05/06/1986	McNeight et al.			
W	4,781,377	11/01/1988	McVean et al.			
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FORM PTO-1449			Docket No. (optional)		Application No.		
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5V	2,902,541	09/01/59	Singleton				
1	3,394,246	07/23/68	Goldman				
	3,544,769	12/01/70	Hedin				
	3,617,638	11/02/71	Jochimsen et al.				
	3,696,335	10/03/72	Lemelson				
	3,800,283	03/26/74	Gropper				
	3,881,160	04/29/75	Ross				
	3,889,050	06/10/75	Thompson				
	3,912,874	10/14/75	Botterell et al.				
511	3,918,174	11/11/75	Miller et al.				
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SW	OS 2929416	02/05/81	Germany				
	OS 3726366	02/11/88	Germany	*****			
8W	2184327A	06/17/87	United Kingdom				
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
SW	Kroemer, F., "TELEBOX", Unterrichtsblätter, year 38/1985, No. 4, pp. 131-141 (Article) - no translation						
SW	Kroemer, F., "TELEBOX", Unterrichtsblätter, year 41/1988, No. 2, pp. 67-83 (Article) - no translation						
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FORM PTO-1449 Docket No. (optional) **Application No.** 244/067 (prev. 6646-130N5) 09/340,618 SUPPLEMENTAL IV **Applicant Group Art Unit** Ronald A. Katz 2648 INFORMATION DISCLOSURE CITATION IN AN APPLICATION **Filing Date** RECEIVED MAR 1 3 2001 June 28, 1999 MAR 2 0 2001 **Technology Center 260 U.S. PATENT DOCUMENTS EXAMINER** DOCUMENT FILING DATE IF NAME DATE **CLASS SUBCLASS** INITIAL NUMBER **APPROPRIATE** 4,054,756 10/18/77 Comella et al. SW 4,117,278 09/26/78 Ehrlich et al. 4,162,377 07/24/79 Mearns 4,191,376 03/04/80 Goldman 4,241,942 12/30/80 Bachman 4,242,539 12/30/80 Hashimoto 4,299,637 11/10/81 Oberdeck et al. 4,348,554 09/07/82 Asmuth 4,360,827 11/23/82 Braun 4(451,087 09/10/85 Comstock 4,490,583 12/25/84 Bednarz et al. FOREIGN PATENT DOCUMENTS **DOCUMENT** DATE TRANSLATION **COUNTRY** CLASS **SUBCLASS** NUMBER (Publ. Dates) YES NO 0 229 170 A EPC 07/22/87 ------11/03/93 0 568 114 A **EPC** 0 620 669 A EPC 10/19/94 01/14/88 500138/88 Japan 298158/90 5W 12/20/90 Japan OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.) C.R. Newson, "Merlin Voice Mail VM600," British Telecommunications Engineering, vol. 4, April 1985, pp. 32-35 SW **EXAMINER** DATE CONSIDERED EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP \$69. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.



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SW	4,704,725	11/03/87	Harvey et al.				
	4,716,583	12/29/87	Groner et al.				
	4,764,666	08/16/88	Bergeron	*****			
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	4,774,655	09/27/88	Kollin et al.			=	
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<u> </u>	4,842,278	06/27/89	Markowicz				
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SN	9002131	08/21/90	France				
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"Business Units Get Order Entry," Computerworld, July 12, 1982 at 36							
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51,)	4,899,375	02/06/90	Bauer et al.				
	4,942,598	07/17/90	Davis				
	4,964,157	10/16/90	Aoshima				
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	5,233,654	08/03/93	Harvey et al.				
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	5,335,277	08/02/94	Harvey et al.				
)	5,351,276	09/27/94	Doll Jr., et al.				
5N	5,353,335	10/04/94	D'Urso et al.				
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